

Curriculum Vitae



Mohamed El Amin

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Profile

Oversee the entire operations of a lodging establishment. Operations include human resources, housekeeping, security, public relations, food service, sales and finances. It is the hotel operations manager's job to deal effectively with customers, bosses and staff workers while keeping the hotel running smoothly. Making sure assist or assign department heads to help manage the hotel. Creating a work schedule, hiring new employees and training staff are all duties a hotel operations manager can perform. While company executives usually set various hotel policies, the hotel operations manager will sometimes get to assign special discounts or honor advertising promotions.

Nationality
Date of Birth
Marital Status

Egyptian
16.08.1976
Married

Work Experiance

Dec 2014 – Feb 2020

Hotel Manager
Kempinski Nile Hotel – Cairo

Planning and Organizing - Plan all operational procedures, to plan and organize all recruitment; grow revenue of the Rooms Department, F&B Department and Leisure & Recreation Department

and to improve service and quality.

- To coordinate with the heads of Rooms, L&R, F&B departments to ensure adequate coordination and operations implementation
- Implement departmental strategies and action plans in accordance with the hotel's strategic and sales plans
- To plan the yearly revenue target
- To plan and get the desired cost price for products sold by the hotel
- To plan on upgrading the standards within the hotel
- To liaise with the sales & marketing director to set the strategy for the Rooms, F&B, L&R departments
- To organize and conduct interviews
- To project business opportunities in order to increase revenue
- To plan, develop and implement formal training plans for personnel
- To participate in preparation of the Resort strategic plan, marketing plan and goals program
- To regularly update the General Manager on all operations achievements and key issues

May 2011 – Dec 2014

Director of Rooms

Kempinski Nile Hotel Cairo

My role to be overseeing Front Office, housekeeping, laundry, spa, concierge and butler.
Replacing the GM while absence

Achievements: Reaching and maintaining the first position on trip advisor out of 124 Hotels in Cairo since June 2011

Nov 2010 – May 2011

Front Office Manager - task force

Kempinski Hotel Ajman UAE

Responsible for restructuring & organizing front office operations coordinating. Completing Pre Installation Guidelines for system migration to PMS Opera Implement and perform continuous quality management for front office departments in relations with housekeeping and reservations.

Supporting and guidance of current deputy front office manager to become front office manager in 2011.

Oct 2010 – Nov 2010

Front Office Manager - task force

Kempinski residence & suites Doha

Established and implemented front office policies & procedures and handbook. Trained front office team on policies & procedures as well as PMS Opera and LQA.

June 2010 – Oct 2010

Front Office Manager - *pre opening*

Shaza Hotel Madina Saudi Arabia

Responsible for set up of entire front office operations inclusive hotel system configuration and os&e budget. Hiring and training of front office team on Shaza operational procedures and systems.

Jan 2008 – April 2010

Front Office Manager – *pre opening*

Kempinski Bilila Lodge Serengeti Tanzania

My role to be overseeing housekeeping, laundry, spa, concierge, game drive and security.

April 2007 – Dec 2007

Assistant Front Office Manager – *pre opening*

Kempinski Hotel & Resort Soma Bay Egypt

Jan 2007 – April 2007

Assistant Front Office Manager – task force

Kempinski Hotel Kilimanjaro Dar Es Salaam Tanzania

Jan 2004 – Dec 2006

Assistant Front Office Manager

Kempinski Julai’a Hotel & Resort Kuwait

May 1995 - December 2003

Receptionist

Concorde Hotel Cairo Egypt

Education

Bachelor of Commerce

Languages

Arabic

Mother tongue

English

Fluent

References

Business and personal references are available and will gladly be provided upon request.